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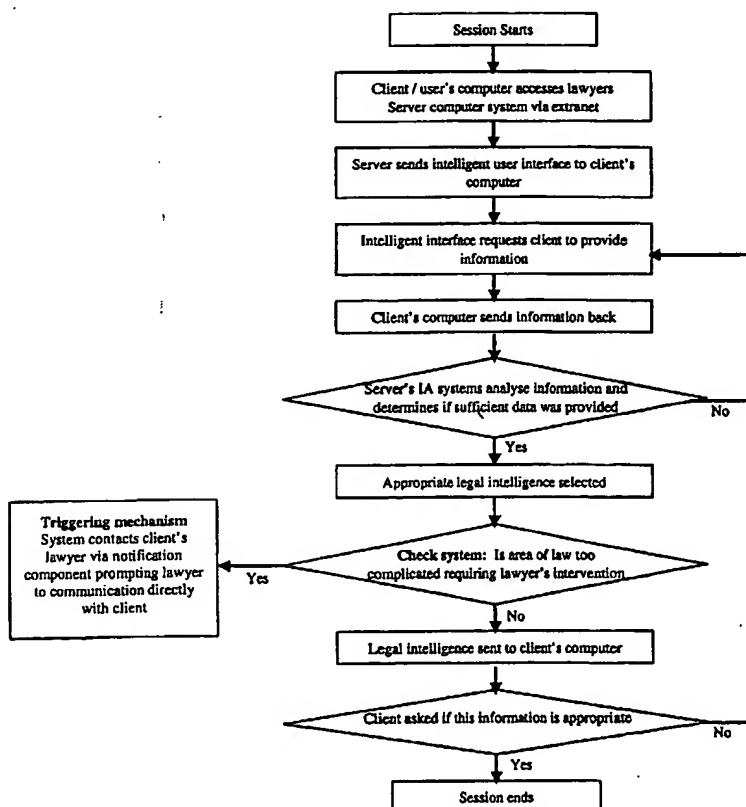
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[Continued on next page]

(54) Title: QUERY RESPONSE SYSTEM



(57) Abstract: The present invention relates to the provision of query response software which is adapted to initially receive query information and identity information for a user. The software employed can then search for information identified by the query information and retrieve this information, and then subsequently deliver the retrieved information of a user. This query response software can also determine whether the delivered information can successfully be employed by the user involved to answer the query, and if the user is unlikely to succeed, the software can contact a specialist advisor. Methods of providing a response to a query and a method of retrieving information are also within the scope of the invention disclosed.

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INTERNATIONAL SEARCH REPORT

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A. CLASSIFICATION OF SUBJECT MATTERInt. Cl. ⁷: G06F 17/30

According to International Patent Classification (IPC) or to both national classification and IPC

B. FIELDS SEARCHED

Minimum documentation searched (classification system followed by classification symbols)

Documentation searched other than minimum documentation to the extent that such documents are included in the fields searched

Electronic data base consulted during the international search (name of data base and, where practicable, search terms used)

DWPI GO6F 17/30 and keywords such as Search engine+, search+, user identity, complexity and similar words

C. DOCUMENTS CONSIDERED TO BE RELEVANT

Category*	Citation of document, with indication, where appropriate, of the relevant passages	Relevant to claim No.
X	US 2002/0078034 A1 (CHO et al) 20 June 2002 See entire document and particularly Page 2 Paragraphs (0020 - 0023)	1-26
A,P	GB 2388450 A (HEWLETT PACKARD) 12 November 2003 See entire document and particularly pages 5,6	1-26
A	WO 01/27816 A1 (BEA SYSTEMS) 19 April 2001 See entire document and particularly pages 7-9	1-26

☒ Further documents are listed in the continuation of Box C☒ See patent family annex

* Special categories of cited documents:	
"A" Document defining the general state of the art which is not considered to be of particular relevance	"T" later document published after the international filing date or priority date and not in conflict with the application but cited to understand the principle or theory underlying the invention
"E" Earlier application or patent but published on or after the international filing date	"X" document of particular relevance; the claimed invention cannot be considered novel or cannot be considered to involve an inventive step when the document is taken alone
"L" Document which may throw doubts on priority claim(s) or which is cited to establish the publication date of another citation or other special reason (as specified)	"Y" document of particular relevance; the claimed invention cannot be considered to involve an inventive step when the document is combined with one or more other such documents, such combination being obvious to a person skilled in the art
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"P" Document published prior to the international filing date but later than the priority date claimed	

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C (Continuation). DOCUMENTS CONSIDERED TO BE RELEVANT		
Category*	Citation of document, with indication, where appropriate, of the relevant passages	Relevant to claim No.
A	WO 00/08568 A1 (DRYKEN TECHNOLOGIES) 17 February 2000 See entire document and particularly pages 3,4	1-26

INTERNATIONAL SEARCH REPORT

Information on patent family members

International application No.

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This Annex lists the known "A" publication level patent family members relating to the patent documents cited in the above-mentioned international search report. The Australian Patent Office is in no way liable for these particulars which are merely given for the purpose of information.

Patent Document Cited in Search Report		Patent Family Member			
WO	0008568	AU	40320/00	AU	52547/99
		US	6266668	US	6269351
		WO	0058908	EP	1082698
GB	2388450	US	2003212663	US	2002049704
WO	0127816	AU	10919/01	AU	23185/02
		US	2002147763	US	2002108099
US	2002078034	WO	0231651	WO	02086704

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